



HAMPDEN COUNTY WORKFORCE BOARD

MHHCWB Strategic Plan July 1, 2017-June 30, 2020 Summary Scoreboard

Quarterly Progress Report Year 2, QTR 4 Progress July 1, 2018 – June 30, 2019

KPI Metric Key:



No Progress



Partially Implemented







Fully Implemented

KPI Metric Trend between Quarters:



1. **Changing** = Moved from One Level to Next
2. **Improving** = Expanded Partially Implemented
3. **Continuing** = No Major Change in KPI Metric








MHHCWB Strategic Plan July 1, 2017-June 30, 2020 Summary Scoreboard Year 2, QTR 4 Progress

Strategic Priority	Key Performance Indicators (KPIs)		
	☒ Q1	☒ Q2	☒ Q3 ☒ Q4/Y2
ONE 5	Be the Leading Source of Regional Labor Market Information & Innovative Ideas for Advancing Workforce Development  No Progress (0) Partially Implemented (3) Fully Implemented (2)		
TWO 8	Improve Education and Employability Skills of Adults for Quality Careers  No Progress (0) Partially Implemented (7) Fully Implemented (1)		
THREE 7	Develop 21st Century Youth Education and Employability Skills for Quality Careers  No Progress (0) Partially Implemented (5) Fully Implemented (2)		
FOUR 7	Be the Leading Advocate, Planner and Convener to Promote and Fund Regional Workforce Development  No Progress (0) Partially Implemented (4) Fully Implemented (3)		
Total: <u>27</u>	YR1/ Qtr4 No Progress (1)	Partially Implemented (19)	Fully Implemented (7)
	YR2/ Qtr4 No Progress (0)	Partially Implemented (19)	Fully Implemented (8)
	YR3/ Qtr No Progress ()	Partially Implemented ()	Fully Implemented ()

Strategic Priority 1




Be the Leading Source of Regional Labor Market Information and Innovative Ideas for Advancing Workforce Development








Goal/Strategy	Key Performance Indicators (KPI) Q1 Q2 Q3 Q4/Y2
Labor Market Data	<p>1. During all Plan years, and as part of WIOA Regional Planning, the MHCWB will continue to identify key workforce development indicators from multiple data channels, analyze workforce data and trends, formulate projections and recommendations, and disseminate reports to a broad network of regional partners and collaborators.</p> <div style="text-align: right; margin-top: 20px;">  <p>KPI METRIC TREND: 1. CHANGING</p> </div> <div style="text-align: center; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div> <div style="background-color: #fff9c4; padding: 5px; margin-top: 10px;"> <p>Comments:</p> <ul style="list-style-type: none"> ⬇ Healthcare data collection survey on Student Enrollment in Nursing Programs at regional community colleges and four year institutions approved by MHCWB Manager of Healthcare Workforce Initiatives conducting data collection on enrollment related issues in regional Nursing programs. ⬇ MHCWB Manger of Healthcare Workforce Initiatives completed <i>WMNC Strategic Plan Activities and Accomplishments Report</i> for final review by WMNC and dissemination in early FY 2020 Q-1. ⬇ Director of Business Services and Market Research continued to prepare Labor Market Reports and Occupational Outlook Briefs for selected partners, in particular, regional school districts, to support grant making initiatives. ⬇ Director of Business Services and Market Research provided data on wages for all priority and other critical industries key occupational classification's as part of Blueprint Implementation process. ⬇ MHCWB completed FINAL DRAFT of a Five Year Manufacturing Plan for the West Region as a deliverable in EOHED Advanced Manufacturing Training Program. Final deliverable due at EOHED in FY 2020 Q-1 (July). </div> <p>2. During all Plan years, the MHCWB will utilize its web site and other potential communication channels to provide electronic access to workforce related labor market information and workforce development research reports, promising practices and innovative programs.</p> <div style="text-align: right; margin-top: 20px;">  <p>KPI METRIC TREND: 1. CHANGING</p> </div> <div style="text-align: center; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div> <div style="background-color: #fff9c4; padding: 5px; margin-top: 10px;"> <p>Comments:</p> <ul style="list-style-type: none"> ⬇ Director of Business Services and Market Research continued to enhance Labor Market Information section of MHCWB to serve as a focal point for entity's requiring labor market data to support their project and grants making activities. ⬇ MHCWB investigating development of separate web-site for Regional Planning Labor Market Blueprint. </div>







Goal/Strategy	<p align="center">Key Performance Indicators (KPI)</p> <p align="center">  Q1  Q2  Q3  Q4/Y2 </p>
<p>Resource Alignment</p>	<p>1. During all Plan years, the MHHCWB will continue to use a Data Driven Decision Making (D²M) process to prioritize resource allocation for workforce development programs implementation and One Stop Career Center Operator services.</p> <div style="display: flex; align-items: center; justify-content: space-between;">  <p>KPI METRIC TREND: 3. CONTINUING</p> </div> <p align="center"> No Progress Partially Implemented Fully Implemented </p> <div style="background-color: #FFD700; padding: 5px;"> <p>Comment:</p> <ul style="list-style-type: none"> + MHHCWB data tracking and accountability system featured on national webinar with presentation by MHHCWB Vice President of Workforce Operations. + MHHCWB's internal accountability and reporting systems continued to assist OSCC Operators in joint development of implementing allocations methodology. </div>
<p>Innovative Practices and Services</p>	<p>1. By Year 3, the MHHCWB will design and implement one (1) innovative practice/program that will improve the regional workforce development delivery system, and will prepare summary reports that document the development process.</p> <div style="display: flex; align-items: center; justify-content: space-between;">  <p>KPI METRIC TREND: 2. IMPROVING</p> </div> <p align="center"> No Progress Partially Implemented Fully Implemented </p> <div style="background-color: #FFD700; padding: 5px;"> <p>Comments:</p> <ul style="list-style-type: none"> + Development of a coordinated and integrated process to operationalize the Charter required regional MassHire Business Solutions Team and Talent Bank is on-going. + MHHCWB-directed Charter implementation process, using WIOA Core Partners in the design and delivery of services to job seekers and businesses at the OSCC's, continued to add value toward the implementation of an integrated workforce development delivery system. </div> <p>2. In Year 1, the MHHCWB will facilitate and manage the scale-up of one (1) innovative practice, program or service that will improve the workforce development system for employers, job seekers, and system users.</p> <div style="display: flex; align-items: center; justify-content: space-between;">  <p>KPI METRIC TREND: 2. IMPROVING</p> </div> <p align="center"> No Progress Partially Implemented Fully Implemented </p> <div style="background-color: #FFD700; padding: 5px;"> <p>Comments:</p> <ul style="list-style-type: none"> + OSCC Operators implementing internally developed processes to adapt the work of the MHHCWB-led Business Services Task Force to implement system-wide operational practices and work tasks in support of Charter implementation. Work moving forward incrementally and internal teams will continue work in FY 2020 Q-1. </div>

Strategic Priority 2

Improve Education and Employability Skills of Adults for Quality Careers




Goal/ Strategy	Key Performance Indicators (KPI) <div style="display: flex; justify-content: space-around; align-items: center;"> ☒ Q1 ☒ Q2 ☒ Q3 ☒ Q4/Y2 </div>
Coordination & Program Capacity Building	<p>1. During all Plan years, MHHCWB will be the focal point for codifying and disseminating innovative programs, practices and service delivery models that enhance the employability of adults for quality career pathways as outlined in the updated signed MOU between the OSCCs and WIOA Core Partners, effective July 1, 2018.</p> <div style="display: flex; align-items: center; justify-content: space-between;">  <div style="text-align: right;"> <p>KPI METRIC TREND: 3. CONTINUING</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div>
	<p>Comments:</p> <ul style="list-style-type: none"> ⬇ MHHCWB OSCC Operators and WIOA CORE Partners continued to meet to develop a framework of planned processes and customer flow for service delivery to shared customers, in particular for job seekers. ⬇ OSCC Operators developing internal processes to implement system-wide operational practices and work tasks in support of Charter implementation. Work moving forward incrementally and internal teams will continue work in FY 2020 Q-1.
	<p>2. MHHCWB will work with the literacy providers and their business partners to align resources and program operational schedules that will increase the service delivery capacity in Hampden County.</p> <div style="display: flex; align-items: center; justify-content: space-between;">  <div style="text-align: right;"> <p>KPI METRIC TREND 3. CONTINUING</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div>
	<p>Comment:</p> <ul style="list-style-type: none"> ⬇ No substantive initiatives or activity during Q-4.
	<p>3. During all Plan years, the MHHCWB will develop, implement, and document an integrated approach to linking OSCC services with DESE-ACLS funded programs to create pathway opportunities for program completers.</p> <div style="display: flex; align-items: center; justify-content: space-between;">  <div style="text-align: right;"> <p>KPI METRIC TREND 2. IMPROVING</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div>
	<p>Comments:</p> <ul style="list-style-type: none"> ⬇ MHHCWB worked directly with MA DESE ACLS staff to prepare for and conduct site visits and program monitoring reviews of four literacy providers in April and May, 2019. Current career pathway strategies were ascertained through interviews with teachers, career advisors and students. Programs were given feedback on areas of strength and ideas for continuous improvement, including strategies to improve services for shared customers. Feedback is part of DESE's formal quality improvement process, and is documented within program reports. ⬇ All Career Advisors are being invited to participate in monthly meetings with OSCC and other Core Partner staff to refine and improve referral process and shared customer service provision. ⬇ Literacy providers requested a presentation on MHHCWB's LMI tools and reporting capacity. Presentation was postponed and will be scheduled no later than Q2 FY20.









Goal/ Strategy	<p align="center">Key Performance Indicators (KPI)</p> <p align="center">  Q1  Q2  Q3  Q4/Y2 </p>
<p>Workplace Readiness Standards</p>	<p>1. During all Plan years, MHHCWB will assist the OSCCs in using assessment tools to ensure that comprehensive career plan development for OSCC customers is aligned with required business and industry competencies.</p> <div style="display: flex; align-items: center; justify-content: space-between;">  <div style="text-align: right;"> <p>KPI METRIC TREND: 3. CONTINUING</p> </div> </div> <p align="center"> No Progress Partially Implemented Fully Implemented </p> <div style="background-color: yellow; border: 1px solid black; padding: 5px;"> <p>Comment: ⬇ No activity in Q-4.</p> </div>
<p>Adult Sector Based Career Pathways</p>	<p>1. MHHCWB will facilitate the implementation of an integrated sector-based career pathways framework to advance adults along a career continuum with multiple program options, expanded transition to work-based learning opportunities, and flexible points of entry and exit. This career pathway will be reinforced by a coordinated case management system of services and supports that enhance positive program and career pathway outcomes as outlined in the UPDATED OSCC-WIOA Partner MOU, effective July 1, 2018.</p> <div style="display: flex; align-items: center; justify-content: space-between;">  <div style="text-align: right;"> <p>KPI METRIC TREND: 3. CONTINUING</p> </div> </div> <p align="center"> No Progress Partially Implemented Fully Implemented </p> <div style="background-color: yellow; border: 1px solid black; padding: 5px;"> <p>Comment: ⬇ MHHCWB OSCC Operators and WIOA CORE Partners continued to meet to develop a framework of planned processes and customer flow for service delivery to shared customers, in particular for job seekers.</p> </div> <p>2. During each Plan year, the MHHCWB will identify two (2) innovative adult education/training practices/programs and will provide assistance and/or resources to support implementation and evaluation.</p> <div style="display: flex; align-items: center; justify-content: space-between;">  <div style="text-align: right;"> <p>KPI METRIC TREND: 1.CHANGING</p> </div> </div> <p align="center"> No Progress Partially Implemented Fully Implemented </p> <div style="background-color: yellow; border: 1px solid black; padding: 5px;"> <p>Comments:</p> <ul style="list-style-type: none"> ⬇ Second cohort of 16 incumbent employees from Smith & Wesson began new apprenticeship program and 150 hour RTI on January 29, 2019. RTI- non- credit modules (39 hours) completed in April with 15 of 16 apprentices successfully completing the non- credit modules (39 hours). ⬇ Discussion will begin with Smith & Wesson in FY 2020- Q-1 relative to starting a third cohort in January 2020. ⬇ NDWG Hurricane Response Disaster grant implementation continued with ESOL classes, classes in preparation for the language test as a pre-requisite to taking the NCLEX exams, and placement activity. Work of MH Holyoke Hurricane Response Team recognized with receipt of Living MassHire Award by EOLWD. </div>

Goal/ Strategy	Key Performance Indicators (KPI)  Q1  Q2  Q3  Q4/Y2
Career Center Capacity Enhancement	<p>1. During all Plan years, the MHCWB will work with the OSCCs to implement coordinated services to employers as outlined in the MHCWB Employer Engagement Framework in the OSCC Operator Charters.</p>  <p>KPI METRIC TREND: 2. IMPROVING</p> <p>No Progress Partially Implemented Fully Implemented</p>
	<p>+ OSCC Operators implementing internally developed processes to adapt the work of the MHCWB-led Business Services Task Force to implement system-wide operational practices and work tasks in support of Charter implementation. Work moving forward incrementally and internal teams will continue work in FY 2020 Q-1.</p>
	<p>2. In each Plan year, the MHCWB will continue to conduct quarterly meetings of the OSCC Center directors, their Board chairs, MHCWB OSCC Committee Chair, and a MHCWB Vice President to discuss and assess the implementation of principles outlined in the OSCC Operator Charters.</p>  <p>KEY METRIC TREND: 3. CONTINUING</p> <p>No Progress Partially Implemented Fully Implemented</p>
	<p>Comment:</p> <p>+ The MH One Stop Career Center Operators Strategy Group meeting scheduled for Q-4 was deemed not to be needed. Meetings will resume in FY 2020- Q-1.</p>

Strategic Priority 3

Develop 21st Century Youth Education and Employability Skills for Quality Careers








Goal/Strategy	Key Performance Indicators (KPI) ☒ Q1 ☒ Q2 ☒ Q3 ☒ Q4/Y2
Employability Development Pathways and Systems	<p>1. MHCWB will continue to develop a common cross-sector career pathways framework that will advance youth along an integrated K-16 career pathway continuum with multiple program options, expanded work-based learning opportunities. This continuum will be reinforced by a coordinated case management system of services and supports that enhance positive program outcomes as outlined in the MOU between OSCCs and Youth Service Providers, effective July 1, 2018.</p> <div style="text-align: center;">  <p>KPI METRIC TREND 2. IMPROVING</p> <p>No Progress Partially Implemented Fully Implemented</p> </div> <div style="background-color: #ffc000; padding: 5px;"> <p>Comments:</p> <ul style="list-style-type: none"> ✦ Youth Council met on June 11, 2019 and continued to share best practices of youth programming with a focus on MassHire Holyoke services to Holyoke and Westfield Public School students and regional employers. ✦ WIOA OSY provider's and MH OSCC operators finalized new referral and follow-up process to maximize delivery of services to certain OSY requiring services from OSCC Operators. Process led to development of separate MOU's between NEFWC and each OSCCC Operator on expanded services delivery. </div>
	<p>2. During all Plan years, MHCWB will allocate funding to in-school and out-of-school programs that provide youth with expanded work-based learning opportunities, academic interventions, and support systems and networks that improve the graduation rate and result in successful transition to post-secondary education and/or career employment.</p> <div style="text-align: center;">  <p>KPI METRIC TREND 1. CHANGING</p> <p>No Progress Partially Implemented Fully Implemented</p> </div> <div style="background-color: #ffc000; padding: 5px;"> <p>Comment:</p> <ul style="list-style-type: none"> ✦ WIOA funded FY19 OSY-ISY programs successfully monitored with recommendations to re-contract for Year 2. Year 2 contracting approved by MHCWB and vendors submitted planned Year 2 Scope of Work and budgets. </div>
	<p>3. During all Plan years, MHCWB will act as the intermediary to accelerate the design and implementation of sector-based, high-quality career pathway programs that link middle school → secondary education → post-secondary education and employers in career pathways with currency in the labor market.</p> <div style="text-align: center;">  <p>KPI METRIC TREND: 2. IMPROVING</p> <p>No Progress Partially Implemented Fully Implemented</p> </div> <div style="background-color: #ffc000; padding: 5px;"> <p>Comments:</p> <ul style="list-style-type: none"> ✦ Agawam High School applications for Innovation Pathways Designation status approved by DESE. ✦ MHCWB is lead partner with Springfield Public Schools in innovation Pathway Planning grant with pathway focus in <i>Information</i> industry. Notification of status on June 30, 2019. ✦ MHCWB partnership with Westfield High School in YouthWorks Year -Round Planning Grant with a Health Care pathway focus is progressing as planned. </div>







Goal/Strategy	Key Performance Indicators (KPI)  Q1  Q2  Q3  Q4/Y2
Youth Service Delivery Capacity Building and Alignment	<p>4. MHCWB will continue to facilitate initiatives and interventions that will result in increased coordination and alignment between agencies serving out-of-school youth and the One Stop Career Centers to ensure that youth, including youth with disabilities, successfully transition to the next level in their career pathway as outlined in the MOU, effective July 1, 2018.</p>  <p style="text-align: right;">KPI METRIC TREND: 2. IMPROVING</p> <p style="text-align: center;">No Progress Partially Implemented Fully Implemented</p>
	<p>Comments:</p> <ul style="list-style-type: none"> ⬇ WIOA OSY provider's and MH OSCC operators finalized new referral and follow-up process to maximize delivery of services to certain OSY requiring services from OSCC Operators. ⬇ The MHCWB and the OSCC Operators continued to operate the Disability Employment Initiative (DEI VII) to serve youth ages 16-24 to develop and access Career Pathways. <p>5. MHCWB will continue to work with existing community-based partnerships to deepen and broaden the scope of its school time and out-of-school time programs and services to elementary and middle school age students.</p>  <p style="text-align: right;">KPI METRIC TREND: 1. CHANGING</p> <p style="text-align: center;">No Progress Partially Implemented Fully Implemented</p> <p>Comments:</p> <ul style="list-style-type: none"> ⬇ MHCWB continuing to review current CLASP Strategic Plan. ⬇ MHCWB will conduct a modified 2019 CLASP Summer Program with oversight being managed by MHCWB internal team. ⬇ Professional development activities with OST vendors staff in preparation for the implementation of 2019 CLASP Summer Program continued into Q-4.
Employer Engagement	<p>1. MHCWB will continue to work with each MHCWB funded out-of-school youth agency to assist in expanding work-based learning and employability readiness supports and services for participating youth.</p>  <p style="text-align: right;">KPI METRIC TREND: 2. CONTINUING</p> <p style="text-align: center;">No Progress Partially Implemented Fully Implemented</p>
	<p>Comment:</p> <ul style="list-style-type: none"> ⬇ Throughout the year, convened Work Readiness Train the Trainer sessions to assist youth worker professionals in being able to imbed work readiness skills training in their programs. <p>2. The MHCWB will develop business champions to hire youth interns/employees from its programs, particularly, although not exclusively, in STEM high quality career pathways.</p>  <p style="text-align: right;">KPI METRIC TREND: 3. CONTINUING</p> <p style="text-align: center;">No Progress Partially Implemented Fully Implemented</p> <p>Comment:</p> <ul style="list-style-type: none"> ⬇ Outreach to potential STEM employers continued and the STEM Leadership Group met on May 7, 2019 to discuss future goals.

Strategic Priority 4

Be the Leading Advocate, Planner and Convener to Promote and Fund Regional Workforce Development

Goal/Strategy	Key Performance Indicators (KPI) <div style="display: flex; justify-content: space-around; align-items: center;"> ☒ Q1 ☒ Q2 ☒ Q3 ☒ Q4/Y2 </div>
Communicating the MHCWB's Mission	<p>1. MHCWB will develop and execute a communication plan that specifically targets entities identified from the MHCWB's Stakeholder Analysis as needing "high priority engagement" to inform them of MHCWB accomplishments as documented through the Strategic Plan Scoreboard and KPIs.</p> <div style="text-align: right; margin-top: 20px;"> KPI METRIC TREND 1. CHANGING </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div>
	<p>Comments:</p> <ul style="list-style-type: none"> ⬇ MHCWB Brand Ambassador coordinated submission of MHC Workforce System applications for MassHire Awards. Two of the five submitted applications were selected to receive the MassHire Awards. ⬇ MHCWB Internal team finalized initial Social Media Plan with Twitter platform launch on July 1, 2019. Staff training and Policies and Protocols developed to manage the process. ⬇ MHCWB finalized additional marketing and promotional collateral to support implementation of MassHire campaign.
	<p>2. During all Plan years, MHCWB will inform key stakeholders on issues that impact the workforce development eco-system and create opportunities for accelerating regional partnership development and deployment and improving workforce development program alignment and expansion.</p> <div style="text-align: right; margin-top: 20px;"> KPI METRIC TREND: 2. IMPROVING </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div>
	<p>Comment:</p> <ul style="list-style-type: none"> ⬇ MHCWB was a Community Sponsor for the <i>Mayor's Forum</i> focused on economic development, workforce development, education, and priorities impacting the region. ⬇ MHCWB sponsored keynote speaker at May Regional Chamber Rise & Shine event on Innovation. ⬇ MHCWB Staff served as members on a variety of regional panels focused on youth programming and development. ⬇ Continued to provide regular updates to Blueprint Core Team and Employer Advisory Committee on Blueprint implementation progress. ⬇ MHCWB quarterly Newsletter continued to update stakeholders on general MHCWB initiatives and programs.

Goal/Strategy	Key Performance Indicators (KPI)  Q1  Q2  Q3  Q4/Y2
Communicating the MHCWB's Mission (cont'd)	<p>3. MHCWB will meet with local mayors, other locally elected officials, and the local State legislative delegation to discuss workforce development issues and opportunities that impact job creation and regional economic development and expansion in Hampden County.</p>  <p style="text-align: right;">KPI METRIC TREND 2. IMPROVING</p> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> <p>Comment:</p> <ul style="list-style-type: none"> ⬇ MHCWB President informal dialogue with selected officials but no formal activity in Q-3. State budget process in Q-4 will provide opportunities for informal discussion. ⬇ Annual YouthWorks Summer Jobs press conference brought Gateway City Mayors and several state legislators together to champion jobs for youth.
Align Regional Workforce and Economic Development Strategic Goals	<p>1. During all Plan years, MHCWB will work with the economic development entities and educational institutions in Hampden County to align their strategic goals with specific strategic priorities contained in the MHCWB's Strategic Plan.</p>  <p style="text-align: right;">KPI METRIC TREND: 3. CONTINUING</p> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> <p>Comments:</p> <ul style="list-style-type: none"> ⬇ MHCWB and MHFWB continue process to update current Strategic Planning Documents Matrix which identifies regional planning documents and their current status as related to Blueprint implementation. <p>2. MHCWB will continue to convene required meetings for the WIOA Regional Planning process to align strategic plans and protocols that will result in a coordinated and integrated regional workforce development strategy.</p>  <p style="text-align: right;">KPI METRIC TREND: 1. CHANGING</p> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> <p>Comments:</p> <ul style="list-style-type: none"> ⬇ MHCWB, in partnership with MHFWB, conducted May 10, 2019 meeting of Regional Planning Educator Work Group to review data on alignment of secondary and community college programs with priority and other critical industries. ⬇ Blueprint Employer Advisory Committee met on April 5, 2019 to continue analysis of demand vs. supply in priority and other critical industries. ⬇ Blueprint Data Team continues on line meetings to review and refine data sets and labor market information to inform Blueprint implementation. ⬇ Regional Planning CORE Team met on April 26, 2019 to review progress toward implementation of Blueprint Goals and Strategies. ⬇ MHCWB continued to provide labor market data and letters of support to educational entities for a variety of grants and educational projects.

Goal/Strategy	Key Performance Indicators (KPI)  Q1  Q2  Q3  Q4/Y2
Align Regional Workforce and Economic Development Strategic Goals (cont'd)	<p>3. MHCWB will continue to convene and facilitate meetings between MHCWB and the WIOA Core Partners to discuss the delivery of business and job seeker workforce development services at the OSCCs, pursuant to the MOU, effective July 1, 2017 to ensure alignment with the region's workforce and economic development goals and strategies.</p> <div style="text-align: center;">  </div> <p style="text-align: right;">KPI METRIC TREND: 3. CONTINUING</p> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> <div style="background-color: yellow; padding: 5px;"> <p>Comment: + MHCWB OSCC Operators and WIOA CORE Partners continued to meet and are developing a framework of planned processes and customer flow for services delivery to shared customers, in particular for job seekers.</p> </div>
Secure Public and Private Funding	<p>1. During all Plan years, the MHCWB will develop and implement a Funding Strategy that is aligned with its Mission that will result in a 10% annual increase in new revenue derived from new and/or additional public and private funding sources.</p> <div style="text-align: center;">  </div> <p style="text-align: right;">KPI METRIC TREND: 1. CHANGING</p> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> <div style="background-color: yellow; padding: 5px;"> <p>Comments: + MHCWB has been awarded \$350,294 from the MA Executive Office of Health and Human Services-Department of Transitional Assistance to conduct the Competitive Integrated Employment Services Program (CIES) in collaboration with MassHire Holyoke Career Center, MassHire Springfield Career Center, and Holyoke Community College effective July 1, 2019, + MHCWB has been awarded an additional \$100,000 from the Massachusetts Rehabilitation Commission (MRC) to coordinate state-wide activities for selected MRC customers enrolling in career pathway training programs, effective July 1, 2019. + MHCWB has been awarded \$30,000 by the United Way of Pioneer Valley to conduct the Westfield Public Schools STEM Academy, effective July 1, 2019. + MHCWB has been awarded \$36,000 to participate in the MassHire SNAP Initiative, effective July 1, 2019</p> </div>